# MINUTES
Board of Directors Meeting
Held May 18, 2016
Labelle Head Office Boardroom

| BOARD MEMBERS: | Denise Alcock | Chair |
|               | Diane Hupé   | Vice-Chair |
|               | Robert D’Aoust |   |
|               | Andrée Durieux-Smith |   |
|               | Abebe Engdasaw |   |
|               | Michael Ennis |   |
|               | Barbara Foulds |   |
|               | Melody Isinger |   |
|               | Bill Skinner |   |
|               | Sherryl Smith |   |

| REGRETS: | Maria Barrados | Treasurer |
| STAFF PRESENT: | Marc Sougavinski | Chief Executive Officer |
|             | Catherine Butler | Vice-President, Clinical Care |
|             | Patrice Connolly | Vice-President, People and Organizational Development |
|             | Ashley Haugh | Executive Assistant |
|             | Deryl Rasquinha | Vice-President, Performance and Strategy |

| RECORDER: | Ashley Haugh | Executive Assistant |
| GUESTS: |   |

<table>
<thead>
<tr>
<th>AGENDA ITEM</th>
<th>ACTION TO BE TAKEN</th>
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<tbody>
<tr>
<td>1.0 IN-CAMERA</td>
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<tr>
<td>2.0 CALL TO ORDER</td>
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<td>2.1 Welcome</td>
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<td>Denise Alcock, Board Chair, welcomed everyone to the meeting.</td>
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<td>2.2 Declaration of Conflict of Interest</td>
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<td>There was no declaration of conflict.</td>
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### 3.0 APPROVAL OF AGENDA

It was moved by Diane Hupé, seconded by Barbara Foulds and agreed to approve the agenda, including the consent agenda for the May 18, 2016 meeting.  

| Motion Carried | 05-16-29 |

### 4.0 CONSENT AGENDA

The consent agenda for the May 18, 2016 Champlain CCAC Board meeting contained the following information items and motions:

- **4.1** That the Champlain CCAC Board approves the minutes of the April 20, 2016 meeting.
- **4.1.1** Status of Follow-up/Action Items from previous Board minutes
- **4.2** That the Champlain CCAC Board approves appointing Russel Morton to the Client Services, Quality and Safety Committee for a two year term beginning immediately (May 18, 2016).
- **4.3** Draft Client Services, Quality and Safety Committee (CSQS) minutes containing the following updates:
  - Quality reports
  - IMPACTT Centre Update and Tour
  - Employee Health and Wellness Annual Report
  - Scorecard review
- **4.4** Draft Finance and Audit Committee minutes containing the following updates:
  - Scorecard review
  - March 2016 – Year-End Financials
  - Standing Committee on Public Accounts
  - Multi-Sector Service Accountability Agreement (MSAA) Declaration of Compliance
- **4.4.1** Financial Statements
- That the Champlain CCAC Board approves the annual MSAA Declarations of Compliance for April 1, 2015-March 31, 2016.

*Approved by motion 05-16-29*

**Note:**

- The format of the Follow-up/Action Items report will be examined for improvements.
- A wording correction was made in the draft Finance and Audit Committee minutes.
## 5.0 BOARD CHAIR AND CEO REPORT

The Board Chair reported:
- The Board will discuss changes to the Ontario Association of Community Care Access Centres (OACCAC) governance at the June Board meeting.
- The CCAC Board Chairs and CEOs have received correspondence from the Minister and Deputy Minister of Health and Long-Term Care (MOHLTC). A portion of the letter relates to compensation of non-unionized staff, a lawyer has reviewed the correspondence and Champlain is in compliance.
- Denise Alcock, Diane Hupé and Marc Sougavinski attended the Ontario Hospital Association regional meeting on May 16 in Ottawa regarding health system transformation. The Champlain Local Health Integration Network (LHIN) provided an overview of some of the geographic areas in Champlain.
- Champlain LHIN and CCAC Board Chairs, Board representatives and CEOs continue to meet monthly to discuss the upcoming health system transformation. Meetings have or will include education on CCAC operations such as CHRISS (patient database system), IMPACTT Centre, etc.

The CEO reported:
- It is anticipated that legislation regarding the health system structural reform will be introduced before the summer.
- On May 30th the Board Chairs and CEOs of the CCACs are meeting with the Deputy Minister of MOHLTC.
- The Executive Committee will be meeting with the Champlain LHIN Executive Committee/Senior Team for a retreat on June 9.
- As a follow-up to the Auditor General’s 2015 Annual Report, the Deputy Minister of MOHLTC, OACCAC CEO, and the CEOs of the three audited CCACs (Champlain, Central and North East) appeared before the Standing Committee on Public Accounts on May 11. The meeting went well and Champlain will be providing some follow-up information on calls to discharged patients.
- Reporting on the full Champlain CCAC Action Plan will begin at the June Board meeting. A status update on where the Champlain CCAC is regarding the recommendations made in the Auditor General’s 2015 Annual Report was provided to the Board. A similar status update will be provided at the June Board meeting for the Special Report on CCACs.

Discussion included:
- The Champlain CCAC is continuing to monitor the progression of the federal medical assistance in dying legislation. The Champlain LHIN has committed to having a discussion with local health partners. A Frequently Asked Questions document is being prepared for Champlain CCAC staff if they are asked about medical assistance in dying.

**ACTION:** At the June Board meeting, a status update on the Special report on CCACs will be provided. Action Plan reporting will also begin.

**ACTION:** Board to be updated on medical assistance in dying, as appropriate.
6.0 PATIENT STORY

The Board discussed a pediatric patient story:
- Patient is in early teens and has a rare genetic disorder, the patient lives at home with parents in a hospital in the home environment.

Discussion included:
- When care plans are developed, the patient and home environment/support is assessed.
- Care is provided based on CCAC regulations; i.e., CCACs can provide Personal Support Workers (PSWs) but not Developmental Support Workers (DSWs).
- For pediatric patients, the families may be dealing with several ministries for support – with different requirements, reporting structures, etc.
- Self-Directed Care may be a solution for many pediatric patients and their families. Families will need to be accountable for the funding and work within guidelines/regulations.

The Board thanked staff for sharing this patient story; representative of the many complex cases CCAC and Service Provider Organization staff deal with on a daily basis.

• QUALITY AND FINANCIAL REPORTS

7.1 Scorecard and Financial and Performance Results

The Board reviewed the final scorecard for 2015-2016:
- Overall, the Champlain CCAC has performed well:
  o Wait lists were removed
  o Deficit of $1.8M, but less than 1% of the overall budget.
  o The CCAC operated, and continues to operate, under financial constraints which put pressure on staff – larger caseloads, increased work load – which is reflected in lower employee engagement results. This will continue to be examined.
  o Improved on service metrics in the Multi-Sector Service Accountability Agreement (MSAA).
### 7.2 2016-2017 Scorecard

The Board reviewed and discussed the suggested 2016-2017 scorecard:

- The new scorecard is largely based on the 2015-2016 scorecard with a focus on supporting complex patients.
- Items that were not continued in the scorecard are still being monitored by staff and will be brought to the Board’s attention if there are areas of concern. As well, there are often discussions of priority areas during the joint meeting of the Client Services, Quality and Safety (CSQS); and the Finance and Audit committee.
- The scorecard is dynamic, it is updated each year based on priorities, Action Plan, Strategic Plan, etc. Can discuss the scorecard and other areas that can be monitored at the Board retreat.

**ACTION:** Include metrics monitored by staff on the next CSQS consent agenda.

**ACTION:** Discuss the scorecard at the Board retreat.

### 7.0 COMMUNITY REPORTS

The Board discussed the recent merger announcement of the Children’s Hospital of Eastern Ontario (CHEO) and the Ottawa Children’s Treatment Centre (OCTC).

### 8.0 OTHER BUSINESS

#### 9.1 Public Questions and Comments

There were no public questions or comments.

It was moved by Robert D’Aoust, seconded by Melody Isinger and agreed to adjourn the meeting.

**CARRIED**

**Motion Carried**

05-16-30

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**CONFIRMED:**

original signed by
DENISE ALCOCK, CHAIR

original signed by
MARC SOUGAVINSKI, CEO AND BOARD SECRETARY

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Minutes – Champlain CCAC Board of Directors, May 18, 2016